

DEPARTMENT OF THE ARMY
4TH Infantry Division (Mechanized)
Fort Hood, Texas 76544

AFYB-CG

25 January 2003

MEMORANDUM FOR: Ironhorse Family Members

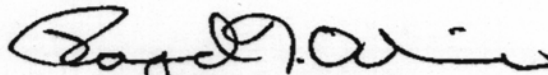
SUBJECT: Family Member Deployment Readiness Handbook

1. As a member of the 4th Infantry Division, you and your family must be prepared for deployments. Deployments are a fact of life and can be hard on families, but our Division Family Readiness Group (FRG) has put together this deployment information guide, which contains important information for successfully dealing with separations during deployments. Please take the time to look through this handbook carefully.

2. I want you to know that I believe families are very important and that a soldier cannot do his job if his family is not taken care of. Being prepared and knowing where to find help when problems do occur are the keys to coping with separations caused by deployments or field exercises. It is also very important that you provide your essential contact information to your Family Readiness Group and have a current FRG phone roster from your unit. In the event of an emergency or uncomfortable situation, you will know whom to call.

3. Remember that the Army community is unique. The "Ironhorse" Division is in a sense a family. The support individual family member's give their soldiers is very important for the welfare of the unit. I sincerely appreciate that support as well as the sacrifices that family members make for their soldiers. I hope that this will make your time in 4ID easier and more enjoyable.

STEADFAST AND LOYAL!



RAYMOND T. ODIERNO
MG, USA
Commanding

POLICY FOR EMERGENCY LEAVE

1. Soldiers may be authorized emergency leave for up to 30 days for emergency situations **within the immediate family**. For a person in loco parentis, the soldier must sign a statement verifying loco parentis. The immediate family includes the following family members of either the soldier or the soldier's spouse.
 - a. **Parents, including stepparents**
 - b. **Spouse**
 - c. **Children, including stepchildren**
 - d. **Sisters, including stepsisters**
 - e. **Brothers, including stepbrothers**
 - f. **Only living blood relative**
 - g. **A person in loco parentis**
2. A person in loco parentis is one who stood in place of a parent to the soldier or the soldier's spouse for 24 hours a day, for at least a 5-year period before the soldier or the soldier's spouse became 21 years of age. A grand parent, or other person, normally is not considered to have stood in place of a person when the parent also lived at the same residence.
3. Civilians may be authorized leave for serious illness or injury of a family member, which means a grave, critical, or potentially life-threatening illness, or injury. It includes a sudden injury such as an automobile or other accident where the exact extent of injury may be undetermined but is thought to be critical or potentially life threatening, based on the best assessment available. It also includes other situations involving less serious illness or injury of a family member in which the absence of the employee would result in great personal hardship for the immediate family.
4. Guidelines for authorizing emergency leave are as follows:
 - a. Because of a death of an immediate family member.
 - b. When severe or unusual hardship would be encountered if a soldier failed to return home because of a personal disaster (i.e., hurricane, tornado, or flood).
 - c. DA Civilians - Return to Official Station or Home. When an employee discontinues a TDY assignment before its completion because of a personal emergency situation, expenses of appropriate transportation and per diem while enroute may be allowed. The approval of an appropriate official, for return travel from the interruption point to the PDS, is required. If, when the personal emergency situation has been resolved, the DoD component decides that it is Government's interest to return the employee to the TDY location, such return is a new travel assignment.
5. Other situations that occur within the immediate family should be considered for ordinary leave if the operational situation dictates.

Useful Telephone Numbers

	Name	Phone #
Rear Detachment Commander	_____	_____
Rear Detachment 1SG/NCOIC	_____	_____
Platoon Leader/SGT's Spouse	_____	_____
Unit Commander/1SG's Spouse	_____	_____

FAMILY PHONE GUIDE

Spouse's Social Security Number _____

Unit _____ Company _____

Battalion _____ Brigade _____

Spouse's Company Commander _____

NCO in Charge _____ Phone # _____

Rear Detachment Commander _____ Phone # _____

Family Readiness Group Contact _____ Phone # _____

Unit Chaplain _____ Phone # _____

REAR DETACHMENT COMMANDERS

PHONE ROSTER

DIV HQ	HQ, 4ID	CDR	287-7272
		SGM	287-7314
	HHC, 4ID	CDR	618-7130
		NCOIC	288-5128
	HQ, 1ST BDE	CDR	288-2897
		NCOIC	287-5277
	1-22 IN	CDR	287-5674
		NCOIC	287-5609
	1-66 AR	CDR	287-3818
		NCOIC	287-2328
1ST BDE	3-66 AR	CDR	287-3809
		NCOIC	288-2953
	299 EN	CDR	288-3189
		NCOIC	287-9164
	HHC, 1BDE & G/10th CAV	CDR	618-7475
		NCOIC	287-5277
	HQ & HHC, 2BDE & H/10TH CAV	CDR	288-7502
		NCOIC	287-0835
	2-8 IN	CDR	288-6320
		NCOIC	618-7413
2ND BDE	1-67 AR	CDR	288-2083
		NCOIC	287-6949
	3-67 AR	CDR	288-5927
		NCOIC	287-5596
	588 EN	CDR	287-1869
		NCOIC	287-3335
	HQ, 3BDE	CDR	(719) 526-2449
		NCOIC	(719) 526-6779
	1-8 IN	CDR	(719) 526-5264
		NCOIC	(719) 526-9432
	1-12 IN	CDR	TBD
		NCOIC	(719) 526-2370
	1-68 AR	CDR	(719) 526-9558
		NCOIC	(719) 526-6015
3RD BDE	3-29 FA	CDR	(719) 526-9501
		NCOIC	(719) 524-1152
	B/9 CAV	CDR	TBD
		NCOIC	(719) 524-5200
	64 FSB	CDR	(719) 526-6984

		NCOIC	(719) 526-8109
	4 EN	CDR	(719) 526-3441
		NCOIC	(719) 526-3441
4TH BDE	HQ & HHC, 4 TH BDE	CDR	287-4694
		NCOIC	287-4334
	1-4 AVN	CDR	287-6599
		NCOIC	285-5578
	2-4 AVN	CDR	288-3087
		NCOIC	287-7500
	1-10 CAV	CDR	287-2035
		NCOIC	287-6277
	1-44 ADA	CDR	618-7591
		NCOIC	288-5002
DISCOM	HQ, DISCOM	CDR	287-1519
		NCOIC	288-6691
	204 FSB	CDR	2886716
		NCOIC	288-6757
	704 DSB	CDR	287-7606
		NCOIC	288-3699
	4 FSB	CDR	618-8134
		NCOIC	288-0612
	404 DASB	CDR	288-6480
		NCOIC	287-4946
DIVARTY	HHC DISCOM	CDR	287-1519
		NCOIC	288-6691
	4 ID BAND	CDR	NA
		NCOIC	288-5487
	4 MP CO	CDR	287-7023
		NCOIC	286-5744
	HQ & HHB, DIVARTY	CDR	288-3497
		NCOIC	288-3497
	2-20 FA	CDR	287-2914
		NCOIC	286-6668
DIVARTY	4-42 FA	CDR	287-5051
		NCOIC	288-0356
	3-16 FA	CDR	288-7962
		NCOIC	288-7993
	124 SIG	CDR	287-7880
		NCOIC	288-5675
	104 MI	CDR	287-2330
		NCOIC	288-5128

OVERVIEW

1

Purpose	<p>This pamphlet provides a ready reference of family services available during deployment.</p> <p>For further information or assistance, call Army Community Service (ACS) (Building 9001, located on Battalion Avenue & 19th St.).</p> <ul style="list-style-type: none">• Duty hours for 288-INFO (288-4636) are 0730 to 1630 Monday through Friday.• After duty hours, call 287-HELP (287-4357), the Chaplain's 24-hour crisis line.	1a
References	DA Pamphlet 608-47, Family Support Groups	1b
Abbreviations and Terms	The glossary in the back explains abbreviations and terms used in this pamphlet.	1c

SUPPORT INFORMATION

2

Unit Information	<p>In addition to the information contained in this guide, it is important that the unit commander provide family members with:</p> <ul style="list-style-type: none">• Command Financial Specialist (CFS) name, location and telephone number• Commander's information letter• Dates of deployment, if not classified• Mailing address for deployed soldiers• Emergency phone numbers for the unit• Rear detachment commander information• Miscellaneous information of concern to the individual unit• Family Readiness Group information and telephone tree• Unit chaplain information• Information and procedures for family members to obtain leave and earnings statements (LESS) during the deployment	2a
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PREDEPLOYMENT

3

Personal and Family Readiness

Being a military family can afford pride in serving one's country and provide many rich and new experiences.

Military families may experience special challenges related to their unique lifestyle.

Pressures and frustrations often result from:

- Lengthy separations or deployments
- Single parenting during a spouse's absence
- Separation from friends and families
- A strained family budget
- Constant adjustment to varying duty schedules
- Career changes at retirement

Nearly every military family has difficulty coping with problems from time to time.

Pressures may become so great that they affect many areas of life.

The military provides a number of helping agencies to assist families in coping with the stresses unique to their lifestyle.

Asking for help is not a sign of weakness. It shows that you care about your family and are willing to take action to solve any problems.

3a

DEPLOYMENT

4

What Is a Deployment?

Deployment is the movement of a unit or individual from Fort Hood to an area for training or an actual mission. This can include:

- Short-term training
- Extended temporary duty (TDY) of 4 to 6 months
- Unaccompanied tours (12 months)
- Stability or support operations to various areas of the world, such as:
 - Kuwait
 - Bosnia
 - War

Commanders Commanders

- Establish an atmosphere of care and concern for the families of unit soldiers
- Anticipate and address the needs of unit soldiers and their families through:
 - Orientation programs
 - Newsletters
 - Pre-deployment briefings and letters
 - Social functions
 - Referral to Army Family Team Building Training Programs and Mobilization and Deployment FRG Training and RDO Course
- Organize systems of mutual assistance and a network of communication prior to and during separation that includes the Family Readiness Group (FRG) chain of concern.
- Actively sanction the FRG and officially appoint key FRG representatives. (Refer to DA PAM 608-47)

4b

Rear Detachment

The rear detachment staff consists of unit military members that stay on-post during deployment.

They are responsible for the remaining personnel and equipment, and for providing assistance to families of deployed soldiers.

- Coordinate with on and off-post agencies to meet families' needs.
- Work with the unit's FRG to plan family briefings and share information.
- Communicate with the deployed unit.
- Facilitate mail to deployed soldiers.
- Distribute leave and earnings statements (LEs).

During a deployment, keep the FRG and rear detachment informed of any address or telephone number changes if you go out of town (see Appendix A).

4c

Unaccompanied Tour

Your spouse may be assigned to a location to which family members may not be allowed to accompany him/her.

You can ease the burden of this major separation by:

- Attending outbound briefings with your spouse for important information.
- Communicating and participating with your spouse's former unit and FRG. They will remain your point of contact for support and information during your spouse's unaccompanied tour.

4d

Prepare for Deployment

Resolve family problems before the separation; otherwise, they are worse at reunion.

- Express your feelings and encourage others to do the same ("I love you" "I'll miss you" "I'm frightened").
- Recognize that anger is okay, but do not take your anger out on your spouse or your children.
- Plan a family activity or a special family time without distractions.
- Work through the Family Member Checklist (Appendix A) to cut down on potential household management problems.
- Set personal goals to meet during the deployment.
- Attend the unit pre-deployment briefing.

4e

Helping Children Cope with a Parent's Absence

Communicate with children -- Why? Where? With whom? How long will the parent be gone?

- Sit down with the whole family and talk about feelings (what will happen when the parent is gone and how will it be different when the parent returns).
- Let children share their opinions of previous deployments with younger children and how they felt.
- The departing parent should spend time individually with each child-just the two of them.
- Take a picture of each child with the parent.
- Consider enrolling youth in activities such as scouting, bowling, arts and crafts classes, youth sports, tours, etc.

4f

Dual Parent Deployments

Families with both parents on active duty must carefully plan for their children.

- Always have your approved Family Care Plan ready.
- Give the person caring for your child a Power of Attorney for medical care.
- Make financial arrangements for all the extra child-related expenses.
- Make sure the rear detachment commander has up-to-date information such as your current address, phone number, Family Care Plan.

Stages of Separation

There is no denying that the military lifestyle, especially unexpected deployments, can disrupt the family unit.

- As soldiers prepare to deploy and leave, military families may experience:
 - Denial; shock; disbelief; and numbness
 - Anger; frustration with preparation demands; feeling guilty about spouse's departure; and resentment of military, spouse, and job
 - Guilt for not saying or doing more before deployment or children may feel they caused the departure
 - Depression; intense sadness; fatigue; loss of appetite; and withdrawal from routine
 - Acceptance; realizing and accepting the situation, resolving to continue on positively; confidence in handling day-to-day living; awareness of increase in self-esteem, and personal abilities

Note: Knowing these feelings are normal can help families cope.

These stages occur in a universal order, however, a number of causes can trigger setbacks to previous stages.

Individual situations and types of deployment can influence the intensity and duration of each stage.

How to Manage Separation

To manage separation:

- Take good care of yourself.
- Make sure you eat right.
- Shop and cook for nutrition.
- Get enough rest.
- Make time for physical exercise. Walk daily, join an aerobics class, jog, bowl, etc.
- Treat yourself to a special outing, but stay within your budget.
- Try to set aside time to do something you enjoy every day.
- Avoid trying to do everything yourself.
- Take advantage of military community support.
- Participate in programs such as Army Family Team Building and Mobilization and Deployment, Family Readiness Training.
- Contact family, friends, neighbors, and spouses of other deployed soldiers whenever you need practical or emotional support.

- Set goals.
- Get involved in:
 - An activity
 - A hobby
 - A project
 - Church
 - Volunteering; Volunteers may receive 50 hours of free childcare per month while doing their volunteer work.

Try to hang in there when the going gets rough. Returning to your parents' home is only a temporary solution and can be expensive!

Talk about your feelings, doubts, and fears with a trusted friend, neighbor, co-worker, etc.

Seek professional help if you feel overwhelmed by your emotions or if you suspect that someone in the family is having emotional problems

4i

Keep In Touch

Encourage a feeling of togetherness in the family during deployment by keeping the lines of communication open.

Possibilities include:

- Letters, which are:
 - Inexpensive
 - Allow you to think about what you would like to share
 - "Personalized" for individual family members
- Share feelings directly, write as if writing a journal or diary, express affection and appreciation, answer and ask questions, and be honest (share how you managed the bad news).
- Phone calls are more direct and personal, although they are inconvenient and expensive (always know the cost of each call so you can budget).
- Pictures (including photographs and artwork by children) are:
 - Easily carried
 - Proudly displayed
 - Looked at often, helping family members remember each other
- Tape recordings and videocassettes offer realism and can be played regularly, although they require special equipment.

- Hearing voices can make the absent one seem more real, closer, and interested.
- Let children make a tape.
- Calendar tag involves sending a small fold-over calendar back and forth in letters so the deployed parent and child can take turns marking off days.

4j

Safety and Security

Do not make it public knowledge that your spouse is deployed.
Tell children to do the same.

Discuss what they should say on the telephone.

Keep emergency telephone numbers close to the telephone at all times.

Contact the police or security force for additional suggestions or at the first sign of suspicious activity.

Seek help when you need it! Know your neighbors; you may need their help in an emergency.

The Fort Hood Military Police, Crime Prevention Section:

- Is the point of contact for anyone wishing information concerning home security while your spouse is deployed.
- Can give your home a security check before your spouse deploys.

4k

Children and Separations

Children experience the same psychological patterns as their parents, due to their own feelings of loss and their awareness of the overall emotional situation.

Children often test parents to find out if they bend more when the spouse is gone, particularly at the time of departure and again upon return.

Some spouses overcompensate for their mate's absence by becoming permissive or overprotective with their children.

Keep discipline consistent.

Some decisions are harder to make alone.

Children need stability.

Look at it this way: if one of the two most important people in your life were constantly coming and going, here 2 weeks, gone 4 to 8 months, home 2 days, wouldn't your security be shaken?

Imagine what it does to children.

Insecurity, loss of status, and change in routine all add up to two complex emotions: hurt and anger, which are usually directed at the returning parent.

Children express their feelings in different ways:

- Their outward behavior is not always a good reflection of what is going on emotionally.
- Some children cover up their true feelings while others are more open.

41

Ideas for Managing Children

Dealing with these problems requires the honest expression of feelings in the family.

Even if there are no apparent conflicts, the following can make separation easier:

- Talk about feelings.
- Keep busy during the separation.
- Maintain the same rules for the children; they need the stability of unbroken routines.
- Encourage letter writing, sending:
 - Pictures
 - Artwork
 - School work
- The absent parent needs to write separate letters to each child; each needs direct communication.
- Plan special outings regularly for something to look forward to.
- Keep in touch with teachers and other youth leaders to work together on changed behaviors or developing problems.
- Contact Child and Youth Services (CYS) about youth support groups, where children talk with and support each other.

When the Media Calls

Families of deployed soldiers may find themselves approached by local and national news media representatives for interviews.

Here are some tips about coping with the media.

Know your rights.

- It is your choice whether or not to speak to reporters.
- If you choose to speak, remember it is your right to stop at any time.
- A public affairs representative must accompany media persons on-post.

Know the role and purpose of the media.

- They are doing a job vital to democracy.
- Understand that it is not harassment when they call you at home or stop you at the supermarket asking for an interview.
- Only when they persist after having been told "no" does it become harassment.

Know who will hear you.

- Even family members might have information useful to opposing forces.
- Thanks to technology, the enemy can have access to what you say the moment you say it.
- On the other hand, when you are enthusiastic about your spouse's mission, your response can build morale and show American resolve.

Know your limits.

- It is best not to talk about anything of which you do not have first hand knowledge.
- There is nothing wrong with saying "I don't know" in response to questions for which you have no answer.

Don't speculate.

If your spouse calls home with information about the unit's return or with news about how the mission is going, remember to keep it to yourself.

Combat and training exercises spawn rumors, and some of what they tell you could be:

- Sensitive
- Wrong
- Subject to change

4n

FAMILY CONCERNS

5

Mail

Deployed soldiers receive mail during exercises.

They have the opportunity to mail letters to you.

Letters from home boost morale and provide assurance of the family's welfare.

Use any post office or the soldier's unit mail room to mail letters to your spouse.

Address letters correctly, include:

Information needed

Rank, name

Social Security number

Unit identification

Exercise Location

Zip Code

Soldier's Address

5a

Mail Release

Any family member holding an identification (ID) card can pick up mail addressed to deployed soldiers at the unit mailroom when:

- The soldier completes the written release in Appendix C
- The soldier or family member delivers the release to the unit mailroom

		5b
Child Youth Services (CYS)	<p>The CYS program maintains a regular schedule during deployments and field exercises.</p> <p>Free child care may be available through CYS under certain circumstances. Please contact CYS for more information.</p>	5c
Babysitting List	<p>CYS provides a list of baby-sitters who have completed American Red Cross (ARC) babysitter training and Cardiopulmonary Resuscitation (CPR) training.</p> <p>Request referrals in person at the CYS Central Registration Office, Building 9001.</p>	5d
Emergency Child Care	<p>Family Advocacy Program (FAP) maintains a Crisis Parent File with CYS.</p> <ul style="list-style-type: none"> Request short term care (1 to 7 days) by contacting the FAP Manager at 287-CARE. 	5e
Child Abuse and Neglect 287-CARE (287-2273)	<p>Unfortunately, we anticipate some increase in child abuse during times of deployment.</p> <p>The added stress on a parent, when the soldier is <u>not</u> available to help with children, can mount to the breaking point quickly.</p> <p>Report suspected cases of child abuse or neglect to the proper agency.</p> <p>In the State of Texas and on Fort Hood, failure to report abuse or neglect is a punishable crime.</p> <p>Contact 287-CARE or 287-CHAP to report child abuse or neglect.</p>	5f
Housing Problems	<p>Family members residing in housing may leave the Fort Hood area for up to 6 months without losing their quarters <u>if</u> they make prior arrangements with the Fort Hood Housing Office.</p> <p>Leave a Special Power-of-Attorney with someone in case of emergency and notify the military police of the absence.</p>	

If a soldier is on the list for housing and the family member decides to leave Fort Hood during deployment, the family member must leave a telephone number where he/she can be reached if their name comes up.

If at this time, the family member decides not to accept housing, his/her name will be placed on the bottom of the list.

Call 287-RENT for more information.

5g

Possible Eviction

When landlords threaten to evict

- Contact the Command Financial NCO.
- Talk to the landlord.
 - Explain the situation.
 - Ask if they are willing to wait for the rent, and offer partial payment.

The Soldiers' and Sailors' Civil Relief Act, as amended in 1990, may provide eviction protection.

5h

Leases

Call the legal assistance office indicated in paragraph 8a, for appointments to answer questions concerning leases.

Before breaking a lease or entering into a new lease, soldiers and family members should seek legal advice from the Legal Assistance Division, Office of the Staff Judge Advocate.

Termination notices:

- Give a written notice.
- The majority of leases require a 30-day written notice of intent to vacate the premises.

Security deposits:

- Texas law requires that within 30 days after you vacate the premises, the landlord must:
 - Return your security deposit if you leave the premises in good order without damage, and provide a forwarding address.
 - Give written notice of deductions from your security deposit.

Military clauses:

- Any written lease you sign should contain a military clause.
- A military clause permits you to move pursuant to orders without incurring liability for the entire period remaining on the lease.
- Generally, military clauses only apply to permanent change of station or expiration term of service moves, not TDY situations.

5i

House

Before soldiers leave, family members need to know the location of and how to use the following:

- Circuit breaker switch box
- Water control valve to shut off the water in an emergency
- Gas control valves to shut off the gas in an emergency

5j

FINANCES

6

Finance

The Finance and Accounting Office (FAO) provides information concerning a soldier's pay to the rear detachment.

If a problem with pay arises, such as a non-deposit of funds at the bank, contact the rear detachment commander.

In planning a budget, remember that separate rations may be taken from the soldier's pay for the duration of the deployment, if the deployment is more than 30 days long.

6a

Financial Difficulties

If financial difficulties arise while the spouse is away, contact the rear detachment and the unit Command Financial Specialist (CFS).

6b

Financial Support for Spouses

Ways of providing financial support to spouses during deployment are:

Soldiers should establish a joint checking or savings direct deposit account that the spouse maintains.

- Beware; due to distance and difficulty of communication, a check overdraft may occur if both soldier and spouse write checks drawn on the same account.
- Consider opening a separate checking account in addition to the joint account.
- The soldier may elect to start an allotment to the separate checking account or have the spouse make monthly deposits to the account.

- Send an allotment to the spouse.
 - Ensure the allotment covers all the expenses necessary to run a household.
 - Establish a deployment budget with a predetermined dollar amount for the deployed soldier's expenses.

Direct questions concerning military pay should be directed to the unit Command Financial Specialist (CFS)

6c

Basic Allowance for Subsistence (BAS) BAS may terminate for the period of deployment; the soldier's pay decreases accordingly.

6d

Separation Allowance If deployed or on TDY for more than 30 days, a soldier with qualified dependents receives separation allowance.

Upon his/her return, the soldier should apply for the separation allowance through the unit Personnel and Administration Center.

In case of an actual wartime deployment, a separation allowance begins during the soldier's deployment.

6e

Family Members Information

Family members:

- Can contact the rear detachment or the CFS for information on pay.
- Cannot get casual pay.
- Should contact the rear detachment commander for information.
- With assistance from the CFS, can go through Army Emergency Relief (AER) or the ARC for assistance if problems arise.

6f

LEGAL ASSISTANCE

8

Legal Assistance

You can get legal assistance by calling your servicing legal assistance office for an appointment. No legal advice can be provided by telephone or email.

- 1st Cavalry Division units; call 287-6060
- 4th Infantry Division units: call 287-1850/1855
- All non-divisional units; call 287-7901

8a

Power of Attorney (POA)

A *General POA* authorizes your agent to transact almost any business as if you were there in person.

A *Special POA* authorizes the individual designated to take specific actions such as moving household goods or selling a car.

There is no requirement for businesses or individuals to honor the POA.

- A bank may refuse to cash a check even though the presenter has a POA authorizing the presenter to endorse and cash the check.

8b

Wills

Wills are highly recommended for people with children and are prepared free of charge in the Legal Assistance Office.

8c

IDENTIFICATION (ID) CARDS

9

Replacement ID Cards

The Division Adjutant General Customer Service Section can:

- Verify family member status
- Complete the DD Form 1172 (Application for Uniformed Services Identification and Privilege Card)

The spouse must bring copies of each of the following:

- Marriage license
- A picture ID (driver's license, passport, or someone with a military ID card who can identify the spouse).
- Child's birth certificate, if applying for an ID card for a child

When verified, the forms are taken to the ID Card Section to have the ID card issued.

9a

***Temporary
ID Card***

If the required documents are not available for verification, a temporary ID card may be issued.

- Temporary ID cards are valid for 30 days.
- Temporary ID card requests are considered on a case-by-case basis.

9b

MEDICAL

10

***Darnall
Army
Community
Hospital***

Information 288-8000

Patient Appointment System (DACH)
Monday through Friday, 288-8888
*Weekends 0730-1030, 288-8888
Patient Representative, 288-8156.
Bennett Health Clinic, 31st St. and Bn Ave., 618-8039.
Monroe Health Clinic, 73d St. and Bn Ave., 287-5082.
Darnall Family Care Clinic, 288-8281.

10a

CHAPLAIN ASSISTANCE

12

***Chaplain
Services***

Fort Hood chaplains provide multifaceted, ongoing services.

Some services include, but are not limited to:

- Marital counseling
- Individual counseling
- Pastoral care

Crisis intervention support is available 24 hours a day by dialing 287-CHAP (287-2427).

Unit chaplains are available to intercede and assist families during times of uncertainty and distress.

12a

**Chaplain
Family Life
Center**

Classes are available in such areas as:

- Couple communication
- Stress management
- Active parenting
- Single parenting issues

Call 287-6310/1852 for more information

12b

EMERGENCY RESOURCES

13

**Military
Medical
Emergency**

“What if I have a medical emergency?”

The military defines an emergency as:

- The death, critical illness, or injury to an immediate family member.
- *Critically ill or injured* is the possibility of death or disability.

Immediate family members are:

- Spouse
- Parents
- Children
- Grandparents
- Guardians who raised you

The birth of a child, a broken limb, or the flu are not considered emergencies.

13a

**Army
Emergency
Relief
(AER)**

AER can provide emergency financial assistance to soldiers and their family members with legitimate financial emergencies, such as:

- Rent to prevent eviction
- Utilities to prevent shut-off
- Emergency travel
- Food

AER considers other emergencies on a case-by-case basis.

For assistance:

- Contact your unit CFS.

- Get and complete a DA Form 1103 .
- The rear detachment commander must sign.
- Provide appropriate documentation.

If family members:

- Have a POA, a loan can be made after approval by the AER officer.
- Do not have a POA, the soldier must be contacted.

Emergency food:

After duty hours and on weekends and holidays, call 287-CHAP (287-2427).

13b

**American
Red
Cross
ARC**

The ARC may be able to assist family members that need emergency financial assistance for:

- Emergency transportation; for example, due to illness or death of an immediate family member, upon verification.

The ARC tries to contact the soldier before a loan is made (this may be difficult during deployment).

If ARC is not able to assist, the family member will be referred to AER.

13c

FAMILY READINESS GROUPS (FRGs)

14

**Family
Readiness
Group
Goals**

The goals of a family readiness group are to:

- Reduce social isolation and provide mutual support
- Assist in gathering and disseminating information and identifying resources
- Enhance feelings of belonging and a sense of community
- Promote self-reliance and self-esteem

For more information call 288-2794 or 288-5155 or 288-5156.

14a

REUNION

15

Readjustment Reunion is a time of readjustment after separation, whether long or short, planned or unplanned.

Reunion can be both joyful and stressful because it is a big change that affects everyone.

15a

Ideas for Family Members

To ease readjustment:

- Avoid tight schedules
- Understand the soldier's discomfort and exhaustion
- Allow time to adjust
- Stick to your budget
- Expect unusual feelings

15b

Make it Easier for Children

Make reunions easier for children by:

- Giving them time
- Expecting them to test limits
- Planning family time
- Planning individual time with the returning parent
- Staying involved with:
 - School
 - Activities
 - Interests of the child

15c

Make Reunions Joyful

Make reunions a joyful time by:

- Creating reasonable expectations
- Asking for time to readjust
- Communicating your feelings

15d

Preparing for Reunion

Reunion is an exciting event; but like separation, it requires making adjustments.

Help make the adjustments easier by considering:

- Expectations:
 - Do not expect things to be perfect after a reunion.
 - Allow time.
 - Be understanding and enjoy each other's company as much as possible.
 - Remember, open, honest communication can help solve problems or conflicts.
- Role changes:
 - Roles and responsibilities may never return to "predeployment" status (people grow and change as time passes).
 - Discuss responsibilities until roles are clearly defined again.
- Budget changes:
 - Reunions add expenses to your budget, such as higher food bills, greater transportation costs, etc., so plan carefully.
 - Draft a "reunion budget" to help point out new spending limits.

15e

***Tips to Make
Reunion Day
Joyful***

- Expect the unexpected:
 - The soldier's arrival may reveal surprises to all.
 - Try to avoid making judgments.
- Go slow:
 - Set aside family time during the first few days rather than planning a busy schedule of events.
 - Although reunion is exciting, it can be stressful too.
- Think before you spend:
 - There may be a natural tendency to shower each other with expensive gifts and fancy meals.
 - Unless you can afford such luxuries, it is important to try to stick to your budget.

Getting reacquainted can really be an adventure.

**Post
Deployment
Stress**

The homecoming and reunion of soldiers, friends, and family has its own brand of stress.

The following techniques may help restore a sense of belonging and control:

- Talk openly about problems.
- Find people who can help with emotional support and day-to-day problem solving (friends, chaplain, social worker).
- Cut big problems into smaller parts and use the step-by-step approach--look for solutions.
- Join social activities (religious, hobby, sports, clubs, etc.)
- Accept some setbacks (emotional, financial, physical, or job-related).
- Avoid excessive self-blame for readjustment problems.
- Do not use alcohol and drugs to escape or forget problems.

SOLDIER'S CHECKLIST

Automotive:

- _____ Proper periodic maintenance up-to-date (oil change, lubrication, tune-up, fluid levels)
- _____ Equipment in good condition (brakes, tires, battery, lights)
- _____ Insurance policy adequate (liability, medical, uninsured motorists, damage to automobile)
- _____ Road service policy (if desired; provides assistance with flats, lock-outs, and other emergencies)
- _____ Vehicle registration/license (on post and state) and renewal dates current/known
- _____ State annual safety inspection current and renewal date known
- _____ Driver's license for spouse current and renewal date known
- _____ Spouse has automotive papers (tire warranty, battery guarantee, insurance policy, road service card)
- _____ Spouse has automobile information: warranties/guarantees in effect and from whom; correct tire pressure and how to inflate and check tires; oil to use and how to fill and check dipstick; gasoline to use; where to go for maintenance and repair services; how to get emergency road service; where car keys and spares are located
- _____ Spouse familiar with bus routes and alternative transportation in case the family car is out of service

Family:

- _____ Unit has the complete current address and telephone number for your family, along with the names, addresses, and telephone numbers of one or two relatives, neighbors, or friends who will know where your family is living (if you do not have a phone, list neighbors' numbers)

Make sure spouse has:

- _____ Name, address, and telephone number of your landlord or mortgage company
- _____ Names, addresses, and telephone numbers for your commander, Army Community Service Center, Guard or Reserve Family Program Coordinator, rear detachment commander, and Family Readiness Group representatives

Soldier's Checklist—Page 2

- _____ Current ID cards for each member of your family (check expiration dates)
- _____ Keys (house, car, garage, personal storage company, safety deposit box)
- _____ Marriage certificate
- _____ Birth certificates
- _____ Insurance policies (life, home, automobile)
- _____ Family social security numbers
- _____ Deeds and/or mortgage papers
- _____ School registration papers
- _____ Proof of service documents
- _____ Copies of orders and all endorsements
- _____ Shipping documents and/or household goods inventory
- _____ Court orders for support and custody of legal dependents
- _____ Unit mail card

And if appropriate:

- _____ Naturalization papers
- _____ Divorce decree and separation agreements
- _____ Adoption papers
- _____ Death certificate

Financial:

- _____ Class EE Savings Bond allotment applied for (if desired)
- _____ Bank or credit union accounts in both names with an “or” rather than an “and” between the names (checking, savings, and any other accounts)
- _____ Spouse has account number, bank books, checkbooks, ATM card
- _____ Spouse has credit cards, bills, information on amounts due, and when and how to report lost cards
- _____ Spouse knows amounts due on loans, monthly payment dates, addresses and phone numbers of loan companies
- _____ Spouse is aware of savings bonds and securities owned, where they are, and how to gain access to them if needed

Soldier's Checklist—Page 3

- _____ Spouse has a signed release from the soldier to pick up a copy of LES
- _____ Spouse is aware of all bills that need to be paid routinely, with address and telephone number for each (rent or mortgage, car payment, telephone, electricity, appliance/furniture payments, water, credit cards, garbage collection, all types of insurance, debt repayment, cable television, dues and subscriptions, and so on)
- _____ Spouse has access to copies of state and federal income tax returns for the last five years; the name, address, and telephone number of the person or company who helped you with your return last year, along with information, forms, and tax deductible receipts for the current year
- _____ Spouse knows where to go for financial assistance in times of crisis: Army Community Services, Army Emergency Relief, Rear Detachment commander, Family Assistance Center, Guard or Reserve Family Program Coordinator

Legal:

- _____ Spouse has the name, address, and telephone number of your private or military attorney or legal advisor
- _____ You and your spouse have current wills to specify how you want your property handled and distributed in the case of the death of either
- _____ If needed, spouse has Power of Attorney giving him or her the right to sign your name and do the things you could do if you were actually present; may be specific or general
- _____ Spouse has copies of all insurance policies, along with the name and telephone number of your insurance agents
- _____ Spouse has information on where to go for legal aid: Legal Assistance Office, Rear Detachment Commander, Family Assistance Center, Guard or Reserve Family Program Coordinator

Medical:

- _____ Spouse has family medical cards/knows how to get medical records
- _____ Spouse has family immunization records; shots are up to date
- _____ Spouse knows medications/allergies of all family members
- _____ Prescriptions (medical and optical) are readily available
- _____ Rear Detachment Officer/ACS knows of family members with special needs, Exceptional Family Member Program, or chronic medical condition

Soldier's Checklist—Page 4

_____ Spouse has phone numbers for medical and dental services: emergency care, outpatient and inpatient medical care, pharmacy, routine or emergency dental care, and health benefits advisor for assistance with TRICARE

Security/Safety:

_____ Military or local police crime prevention survey for your quarters has been conducted

_____ Your home or apartment has at least a front door “peephole” and adequate locks on all doors and windows

_____ Your family's name is on the Military Police Quarters Checklist

_____ Your smoke detector is working and has a new battery

_____ Fire extinguishers are charged and are in good working condition; family members know where they are and how to use them

_____ Your family is familiar with alternate exits they can use to leave the home from each room in case of fire or other emergency

_____ Spouse knows how to reach police, MPs, fire department, ambulance, poison information center, chaplains, help line; locate numbers by the telephone

_____ Spouse and older children know how to turn off electricity, water, and gas in case of an emergency

TO THE SPOUSE

Once a unit has deployed, it is too late to realize you need your spouse's signature or don't know where things are or how important tasks are done. These problems can easily be avoided. The best solution is to be totally prepared.

True family readiness comes from a series of minor tasks accomplished well in advance rather than a sudden “crash” program begun after receiving an unexpected deployment notice. Last-minute rushing produces needless family worry and stress. It causes many parts of the family readiness plan to be left undone.

By looking ahead and anticipating the likelihood of a deployment, you and your loved ones can adequately plan for this separation. Remember, once your soldier has been deployed, the responsibility for your family transfers directly to you. Ultimately, you are responsible for knowing your rights and privileges and what resources are available to you as an Army spouse.

SPOUSE'S CHECKLIST

- _____ Take AFTB classes
- _____ Get to know community resources, services, and locations

Automotive:

- _____ Get automobile key (and spares)
- _____ Get garage key (and spares), if applicable
- _____ Have oil changed, new oil and air filter installed, and car lubricated; know the mileage reading when the oil should be changed next
- _____ Make sure all fluid levels are up to normal (oil, transmission fluid, brake and steering fluid, water); know how to check and fill them yourself (if needed) and what gasoline to use
- _____ Make sure all vital equipment is in good condition and working order (including brakes, tires, battery, belts, hoses, headlights/high and low beams, tail lights, brake lights, turn signals)
- _____ Review your insurance policy to make sure it provides adequate coverage (liability, medical, uninsured motorist, damage to your car and others); know the renewal date, cost of renewal, who to contact to renew the policy (name, address, and telephone number)
- _____ Investigate a road service policy (if desired) to provide assistance with flat tires, towing, stalled engine, being locked out of your car, and other emergencies; know what your policy covers, when it expires and has to be renewed, cost of renewal, who to contact to renew (name, address, and telephone number); know what to do if you don't have this coverage and one of these events happens
- _____ Look into the renewal of state and on-post vehicle registration (year, cost, where to go, what to do)
- _____ Check your state driver's license expiration date, cost to renew, where to go, what to do
- _____ Check your annual state automotive safety check, if required (when it expires, cost to renew, where to go, and anything that may have to be repaired or replaced to pass this inspection)
- _____ Take possession of automotive papers (car registration, safety inspection, tire warranties, battery guarantee, insurance policy and certificate of insurance, road service card); know where they are, what they mean, how to use them
- _____ Learn where to go, who to see or call when you have problems with the automobile (routine maintenance, auto repair, tires, oil changes, and lubrication)

Spouse's Checklist—Page 2

- _____ Learn what alternative transportation is available (on post, car pools, taxis, city buses, friends)
- _____ Prepare a list of automotive “do’s and don’ts” and hints on car care

Family:

- _____ Make sure your spouse’s unit has your name, address, and telephone number, along with the name, address, and telephone numbers of one or more people who will know where you are at all times (even if you travel or move)
- _____ Get the name, address, and telephone number of your landlord, mortgage company, or government housing office
- _____ Get the names and telephone numbers of key members of your Family Readiness Group, your unit’s Rear Detachment Commander and chaplain, Family Assistance Center, Guard or Reserve Family Program Coordinator
- _____ Make sure you have a military ID card for each member of your family
- _____ Get the keys to your house, safety deposit box, personal storage company
- _____ Know when ID cards expire, and have required forms signed by sponsor before departure

Make sure you have (if appropriate):

- _____ Marriage certificate
- _____ Birth certificates
- _____ Insurance policies (life, home, auto)
- _____ Family social security numbers (including your children’s)
- _____ Rental or lease papers (if appropriate)
- _____ Deeds and/or mortgage papers (if appropriate)
- _____ School registration papers (if appropriate)
- _____ Spouse’s proof of military service documents
- _____ Copies of your spouse’s orders and all amendments
- _____ Shipping documents and/or household goods inventory
- _____ Court orders for support and custody of legal dependents
- _____ Unit mail card
- _____ Copy of your most recent allotment request (if appropriate)
- _____ Naturalization papers (if appropriate)—know the expiration date and prepare paperwork in advance

Spouse's Checklist—Page 3

- _____ Divorce decree (if appropriate)
- _____ Adoption papers (if appropriate)
- _____ Death certificates (if appropriate)

Financial:

- _____ Take possession of appropriate bank books, ATM cards, checkbooks, credit union papers or books, credit cards
- _____ Know how to report lost credit cards and how to request replacements. If a credit card is lost or stolen, report it immediately to the issuing company AND the credit-reporting agencies listed in the front of the Resources section of this handbook.
- _____ Make sure you can make deposits and withdrawals with only your signature. If the account shows an “and” between your spouse’s name and yours, it requires both signatures; an “or” ensures you can make deposits and withdrawals in the absence of your spouse. This can be changed only while the soldier is here.
- _____ Keep a list of automatic deposits and withdrawals or payments made to financial accounts (paycheck, insurance, loan, or bill payments)
- _____ Have your spouse apply for a Class EE Savings Bond allotment (if desired and appropriate), and keep a copy of the signed application

Important documents you should have:

- _____ Get a Power of Attorney, unit mail card, and military ID card if you will have to pick up your spouse’s paycheck and/or mail from the unit
- _____ Prepare a list of outstanding payments, loans, and other obligations with due dates, amount owed, who to pay, contact person, address and telephone numbers
- _____ Prepare a list of investments such as securities or bonds with their value, contact person’s name, address and telephone number; know how to cash these in an emergency
- _____ Get copies of the past five years’ state and federal income tax returns and everything needed for the next filing, including due dates and who to contact for assistance in preparing the returns
- _____ Prepare a list of military and community organizations that offer financial advice, counseling, information, and assistance

Spouse's Checklist—Page 4

Legal:

- _____ Get the name, address, and telephone number of your military or private attorney or legal advisor
- _____ Get a Power of Attorney (general or limited) if you will need to sign documents or act on your spouse's behalf during the deployment
- _____ Make sure your will and your spouse's will are up to date and valid
- _____ Get copies of all insurance policies, and find out what is covered and to what extent; get contact person's name, address, and telephone number; ask whether you need a Power of Attorney to file a claim during your spouse's deployment
- _____ Secure a list of military and community organizations that offer legal advice, counseling, information, and assistance

Medical:

- _____ Make sure you have family medical cards for you and your children
- _____ Make sure you have family shot records for you and your children
- _____ Make sure current prescriptions for medicine and glasses or contact lenses are available
- _____ Get a list of military, community, state, and federal organizations that offer medical, mental or emotional, dental, and optical assistance

Security/Safety:

- _____ Request a military or local police crime prevention survey for your home
- _____ Add a "peephole" to at least your front door and adequate locks to all of your doors and windows
- _____ Place your family's name on the Military Police Quarters Checklist (or notify the local police if you live in a civilian community) if your family will be away from home for an extended period
- _____ Install a smoke detector (or check existing detectors) in key areas of your residence (kitchen, bedroom, living room, shop/garage)
- _____ Install a fire extinguisher (or inspect existing extinguisher) in key areas of your residence (also recommended for your automobile)
- _____ Discuss with your family alternate exits they can use to leave your home from each room in case of a fire or other emergency
- _____ Get a list of military and community organizations that offer security/safety advice, counseling, information, and assistance

MONTHLY FINANCIAL WORKSHEET

Name of Bank: _____

Location: _____

Checking Account Number: _____

Income:

Base Pay	\$	
Quarters Allowance (BAH)	\$	
BAS (Basic Allowance for Subsistence)	\$	
Other Allowance	\$	
TOTAL	\$	

Deductions:

Federal Withholding Tax	\$	
State Withholding Tax	\$	
FICA Tax (Social Security)	\$	
SGLI (Servicemen's Group Life Insurance)	\$	
Allotments	\$	
Other Deductions (dental, etc.)	\$	
TOTAL	\$	
AVAILABLE INCOME (Income minus Deductions):	\$	

Monthly Expenses:

	Amount	Due Date
Rent/Mortgage	\$	
Utilities:	\$	
Gas	\$	
Electricity	\$	
Telephone	\$	
Heating oil	\$	
Water	\$	
Food (all groceries, including pet food)	\$	

Monthly Financial Worksheet—Page 2

Monthly Expenses:

	Amount	Due Date
Clothing Purchase	\$ _____	_____
Clothing Care (laundry, dry cleaning)	\$ _____	_____
Personal Items (hair care, toiletries)	\$ _____	_____
Installment payments:		
Car	\$ _____	_____
Furniture	\$ _____	_____
Appliances	\$ _____	_____
Insurance (all types)	\$ _____	_____
TV (cable)	\$ _____	_____
Newspaper/Magazines/Books	\$ _____	_____
Gasoline	\$ _____	_____
Recreation (movies, bowling, restaurants)	\$ _____	_____
Children's Allowance (including lessons)	\$ _____	_____
Childcare	\$ _____	_____
Dental and/or Medical Costs	\$ _____	_____
Gifts	\$ _____	_____
Contributions to Church or Charity	\$ _____	_____
Credit Card Account	\$ _____	_____
Credit Card Account	\$ _____	_____
Credit Card Account	\$ _____	_____
Credit Card Account	\$ _____	_____
Credit Card Account	\$ _____	_____
Savings	\$ _____	_____

Total Expenses and Savings \$ _____

Total Monthly Income: \$ _____

Difference (+ or -): \$ _____

MAIL RELEASE FORM

(Please Print)

Mail Release
(Please Print)

I _____, assigned to _____
(rank/name) (unit)

authorize _____ to pick up mail addressed to me
(spouse's name)

at the unit mail room during the period _____
(first day)

through _____.
(last day)

signature

Leave and Earning Statement (LES) Release

(Please Print)

I _____, assigned to _____
(rank/name) (unit)

authorize _____ to pick up my LES at
(spouse's name)

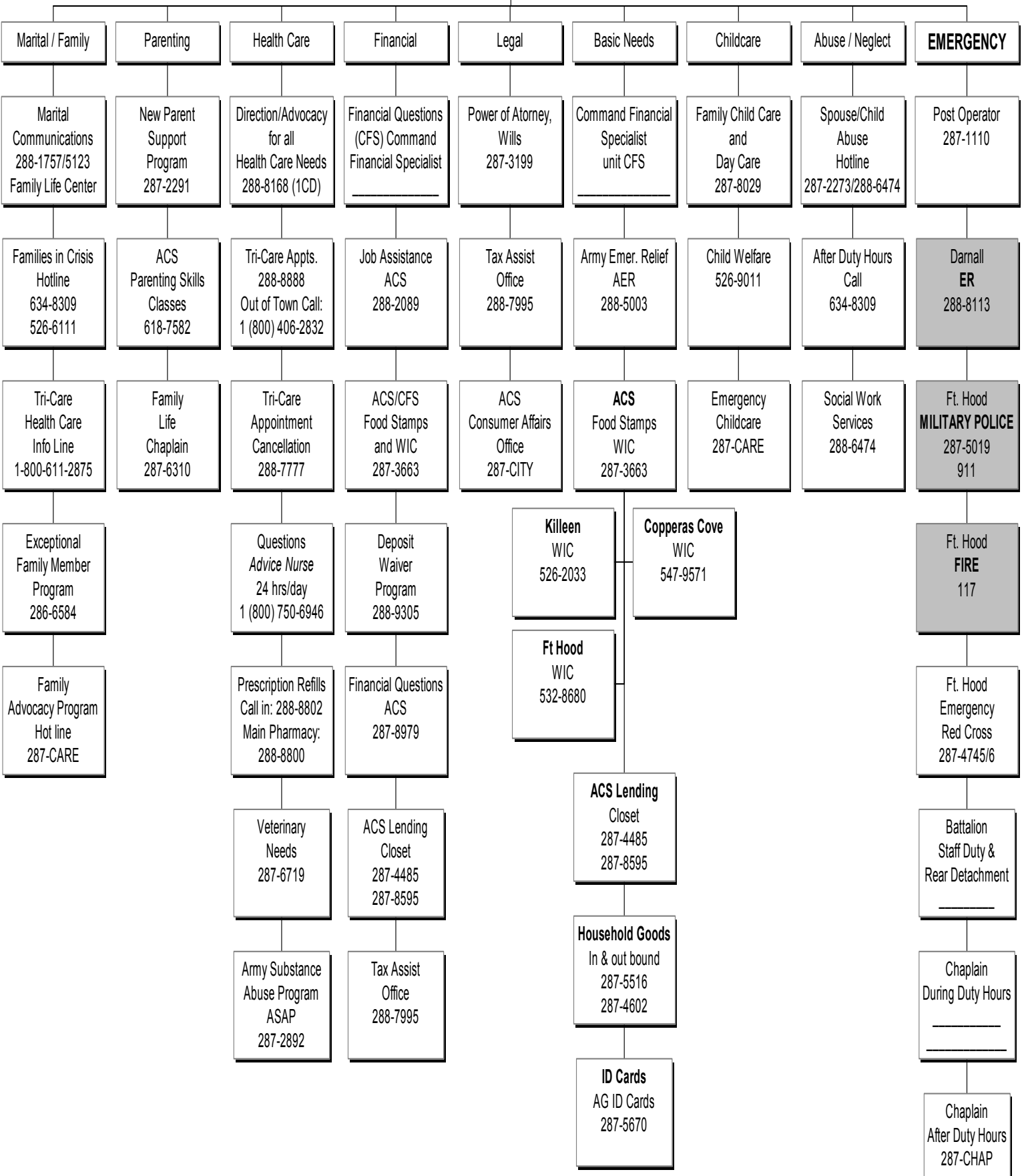
the unit S-1 during the period _____

though _____.

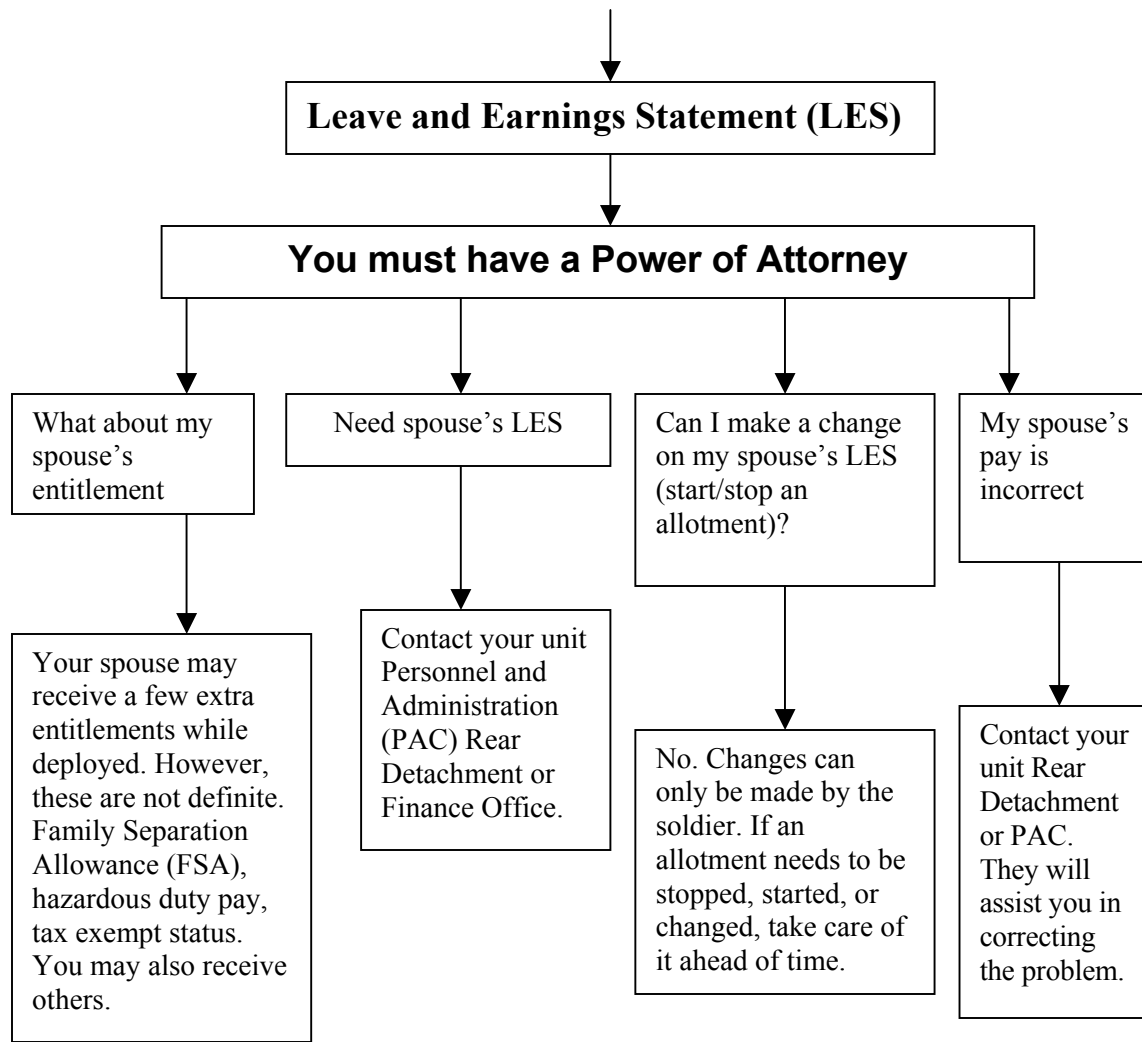
I understand that my family member will receive a copy of my LES. I also understand that I need to visit the SJA to get a Special Power of Attorney for each pay change I authorize my spouse to make to my pay account.

Signature_____.

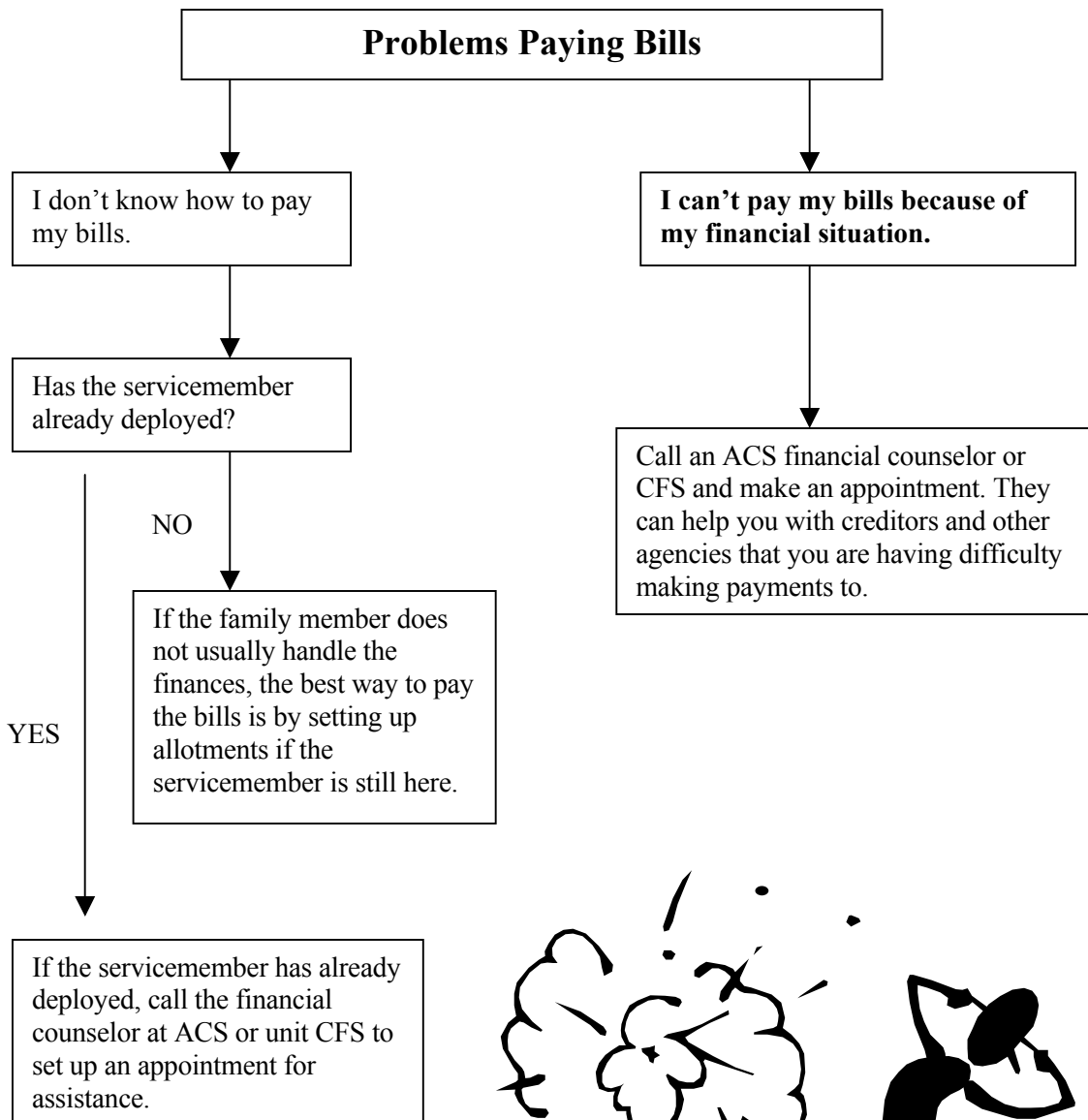
The Nature of my problem is . . .



How Do I Solve Pay Problems?



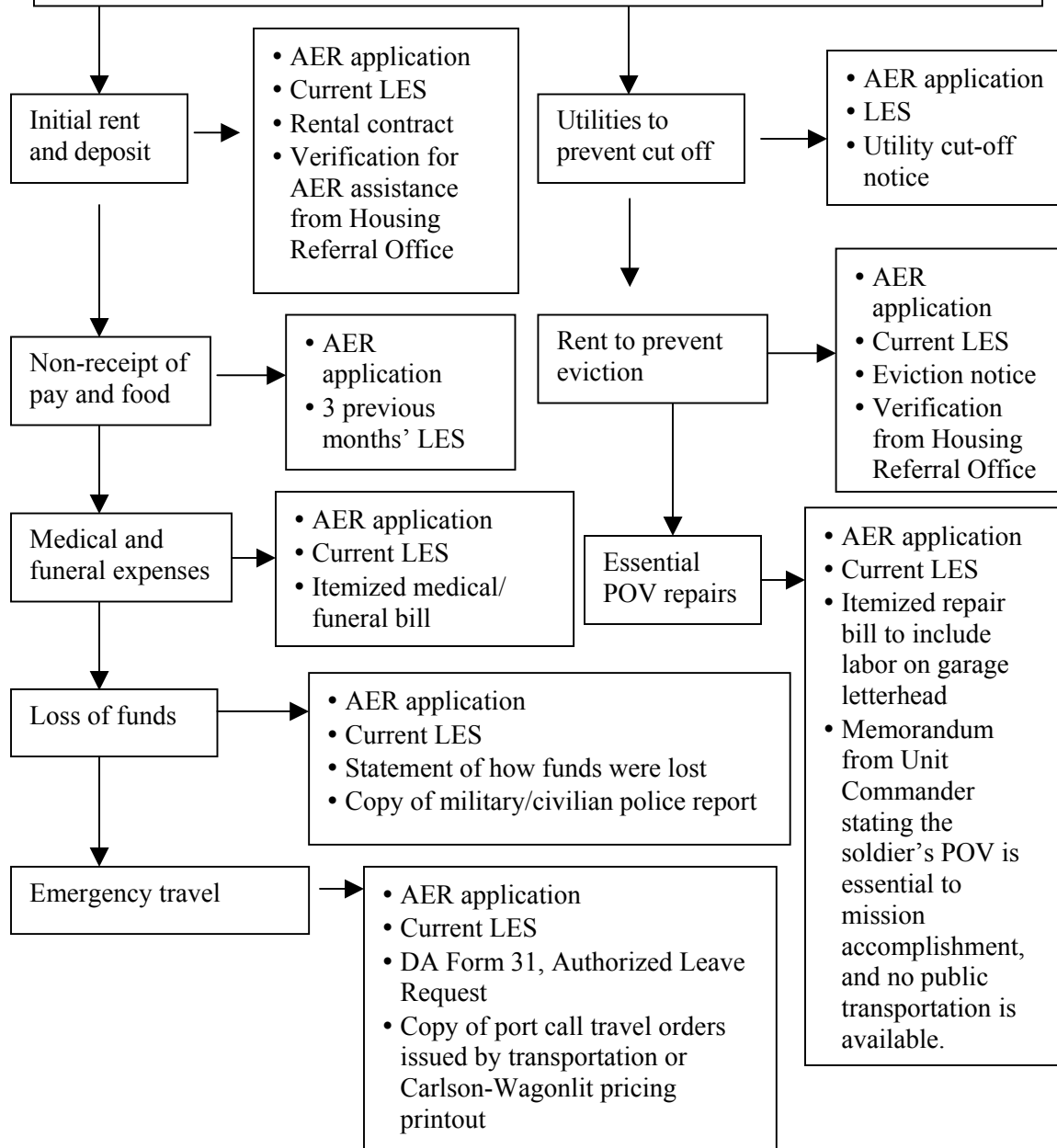
How Do I Solve Problems in Paying My Bills?



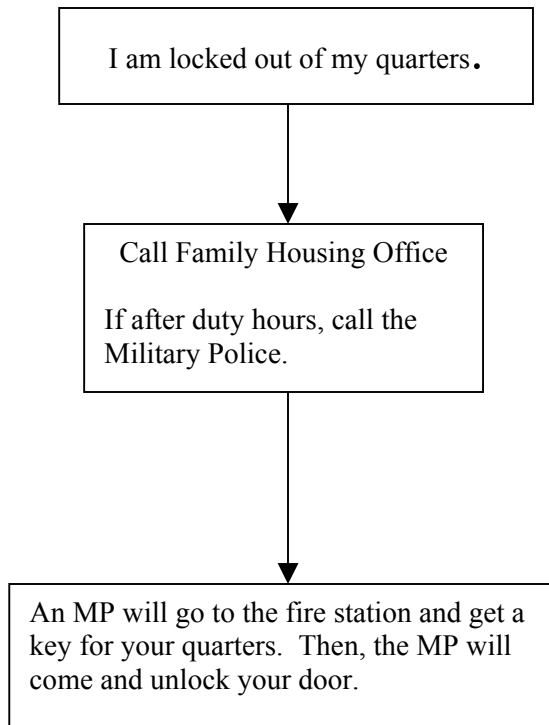
How Can I Get Emergency Financial Help?

AER Loans

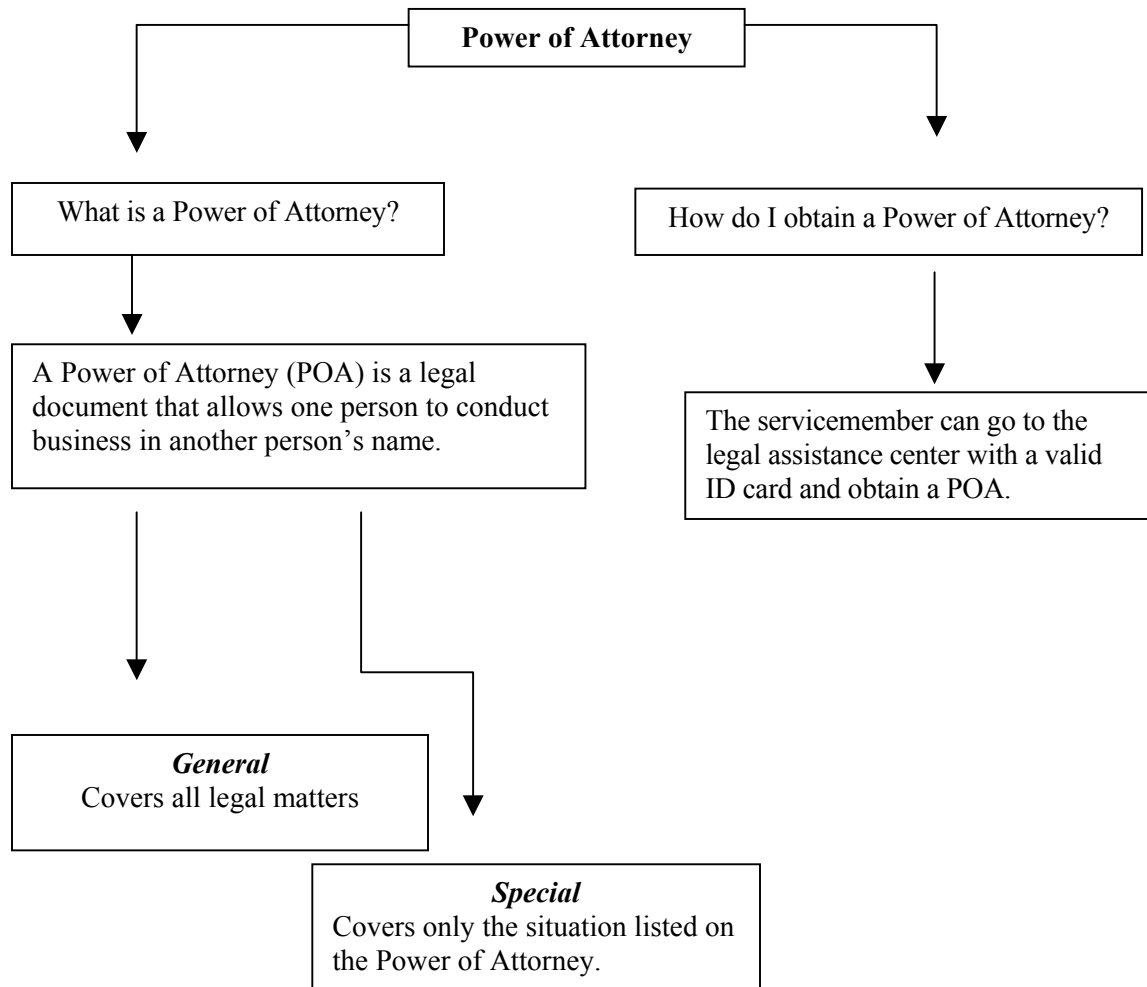
Army Emergency Relief (AER) can provide financial assistance in the following circumstances:



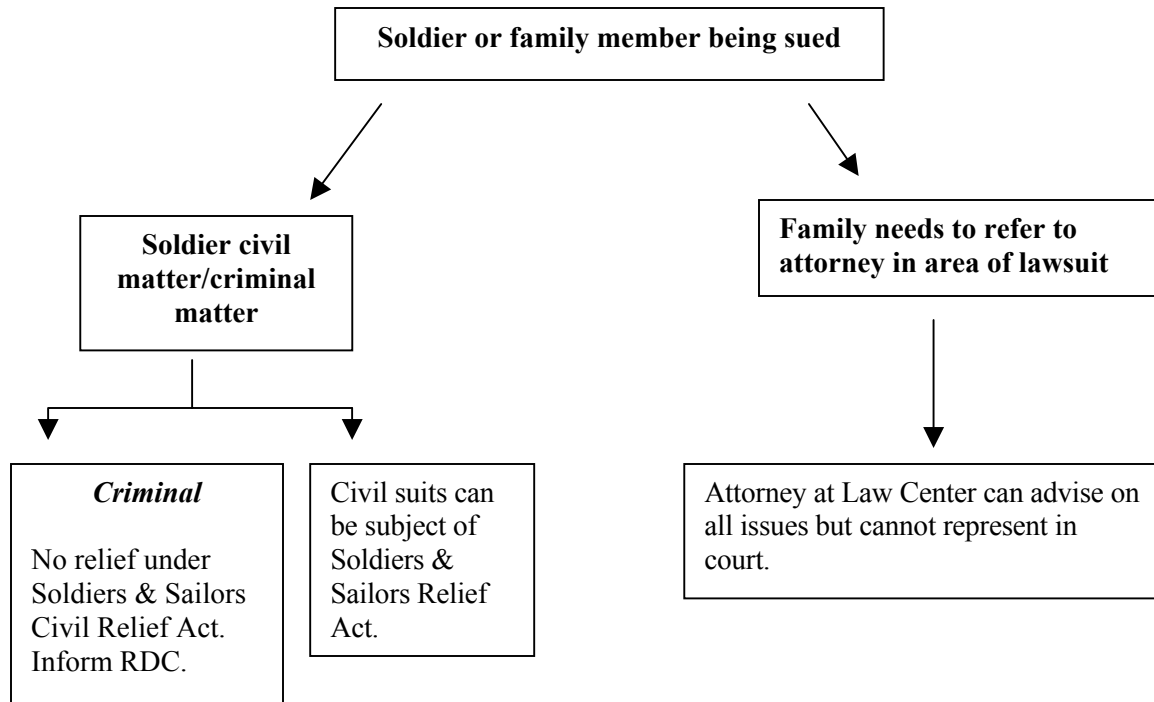
Help! I Am Locked Out of My Quarters!



Do I Need a Power of Attorney?

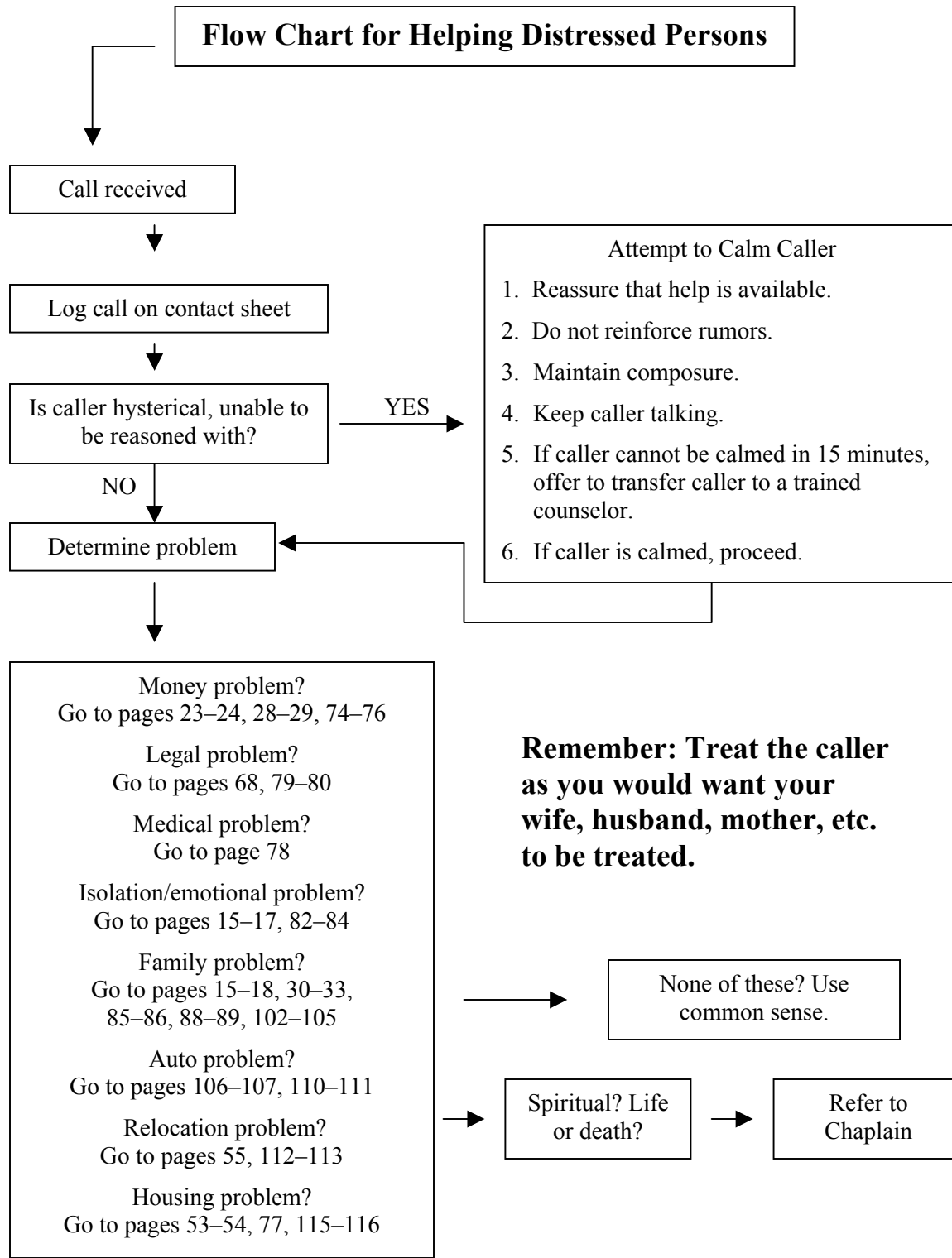


How Can I Get Legal Help?

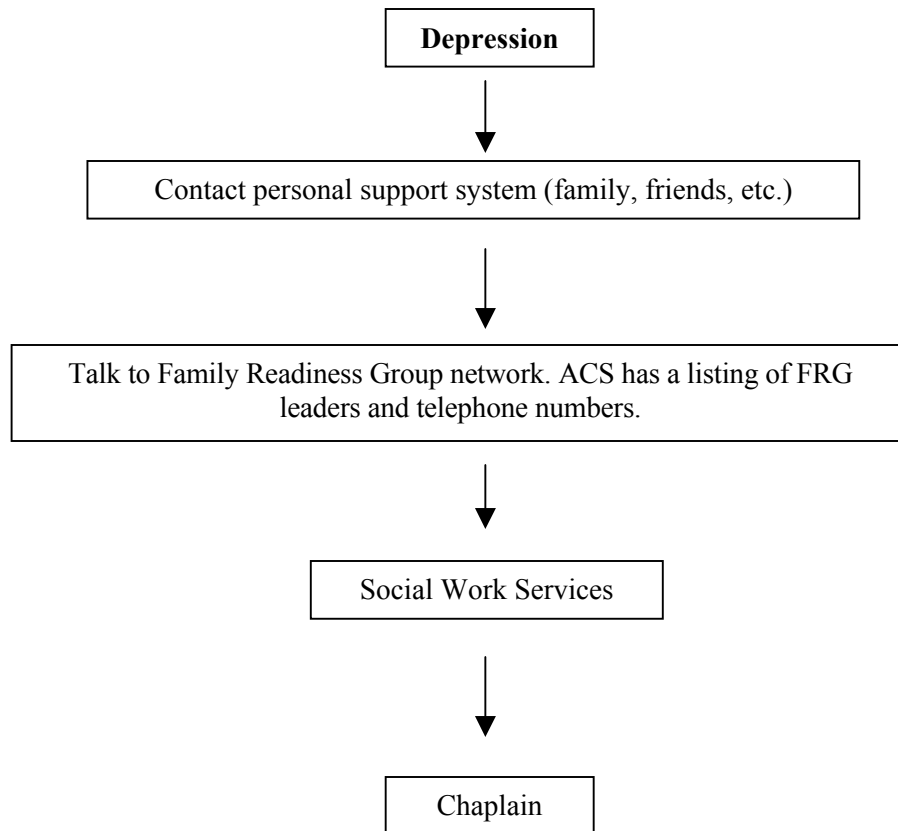


If the soldier is not being sued, then the next issue is whether the matter can be referred to another agency. If the matter is purely legal, is there a pending court date within 48 hours? If not, then have client make an appointment with the Legal Assistance Office. If the court date is within 48 hours, call an attorney at SJA.

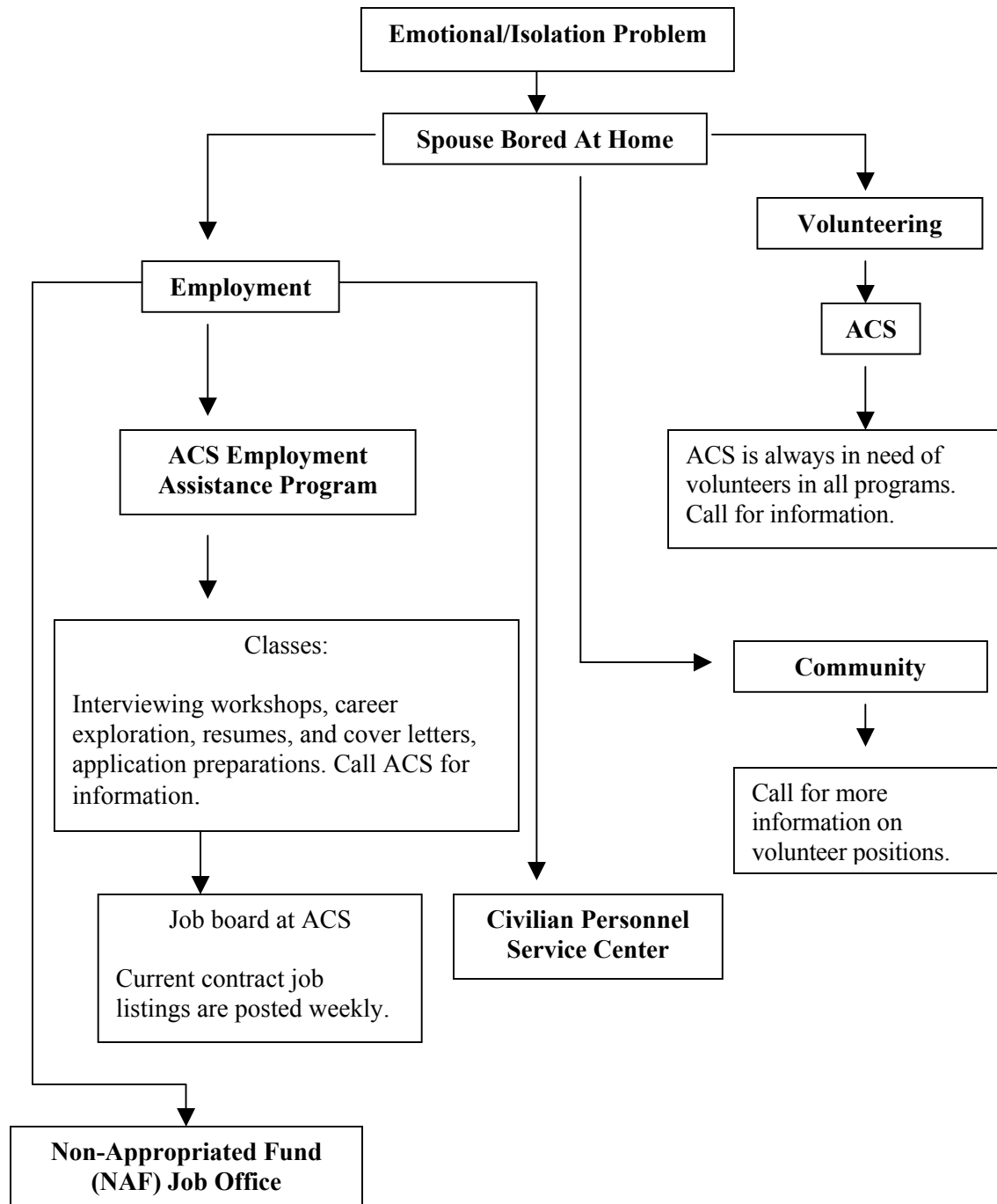
How Can I Help A Distressed Person?



How Can I Help Someone Who is Depressed?



How Can I Help Someone Who is Bored and Lonely?



How Can I Help Someone Who is Feeling Isolated?

Isolation/Emotional Problems



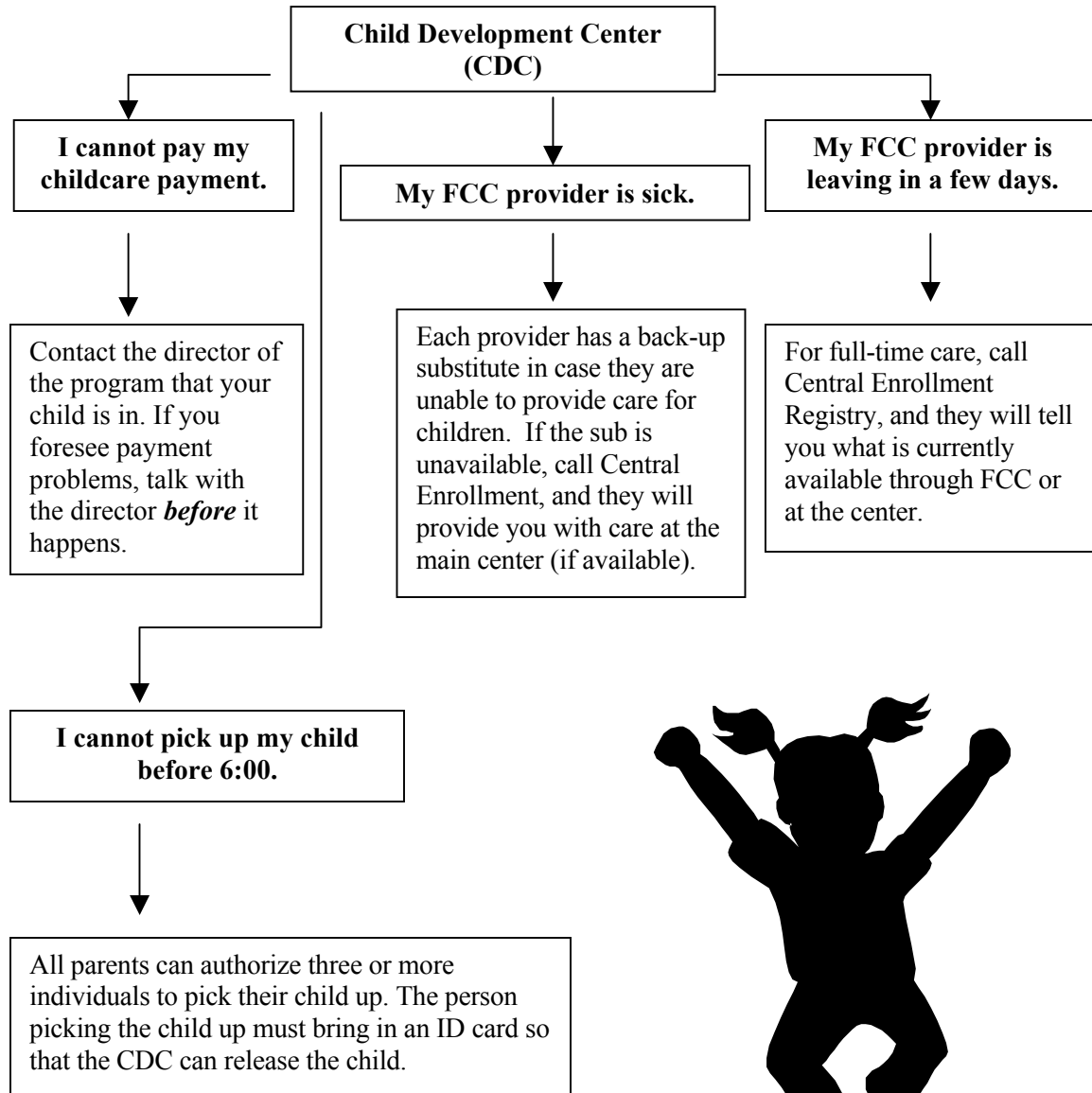
I have not heard from my spouse.



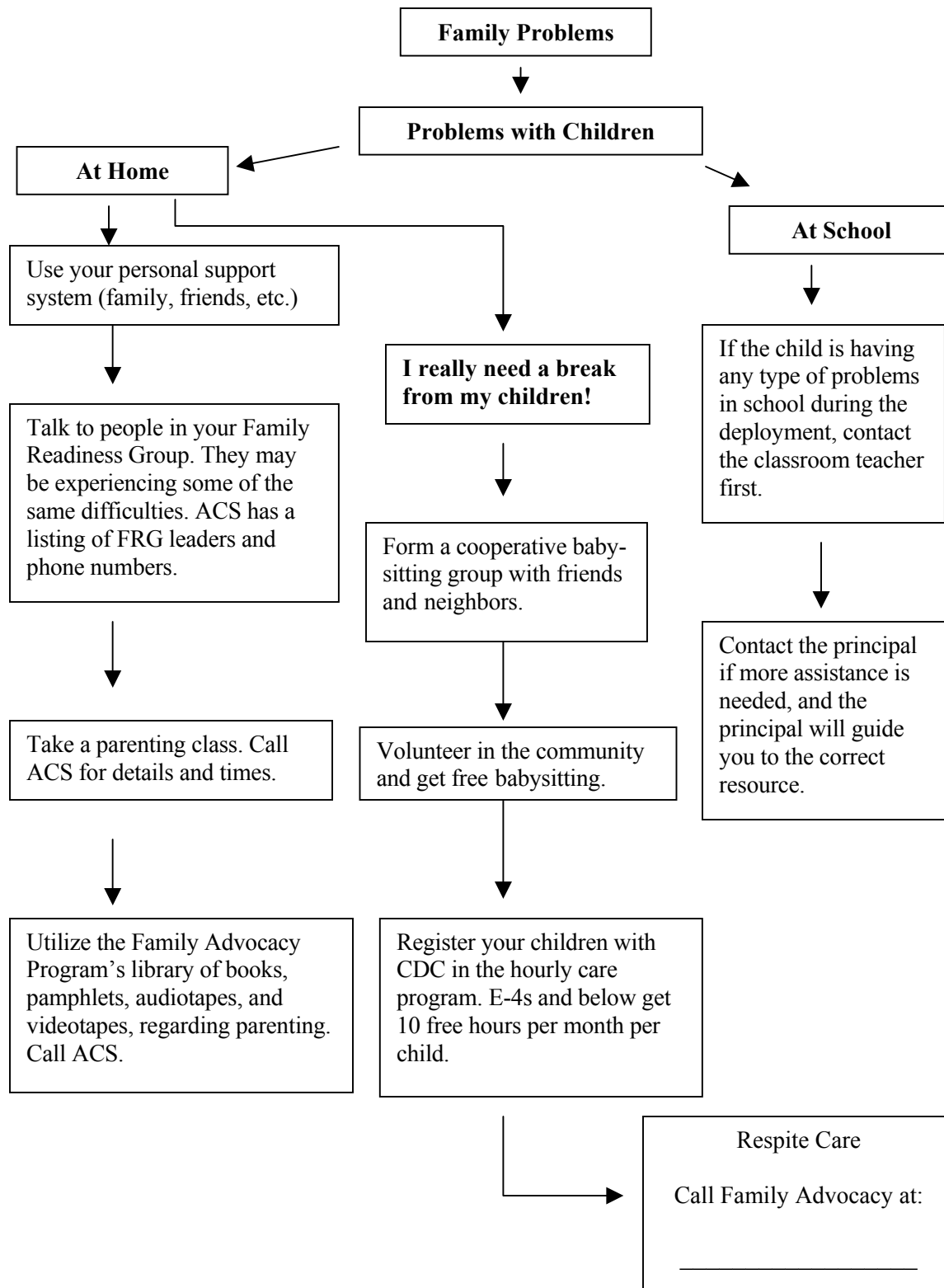
Contact your Rear Detachment Commander. ACS has a list of phone numbers. The Rear Detachment Commander is the primary point of contact for family members who have any questions or need assistance.



How Can I Solve Childcare Problems?



How Can I Solve Problems with My Children?



How Can I Get in Touch with My Deployed Spouse?

Contact your Rear Detachment Commander. The Rear Detachment Commander is the primary point of contact for family members who have any questions or need assistance.

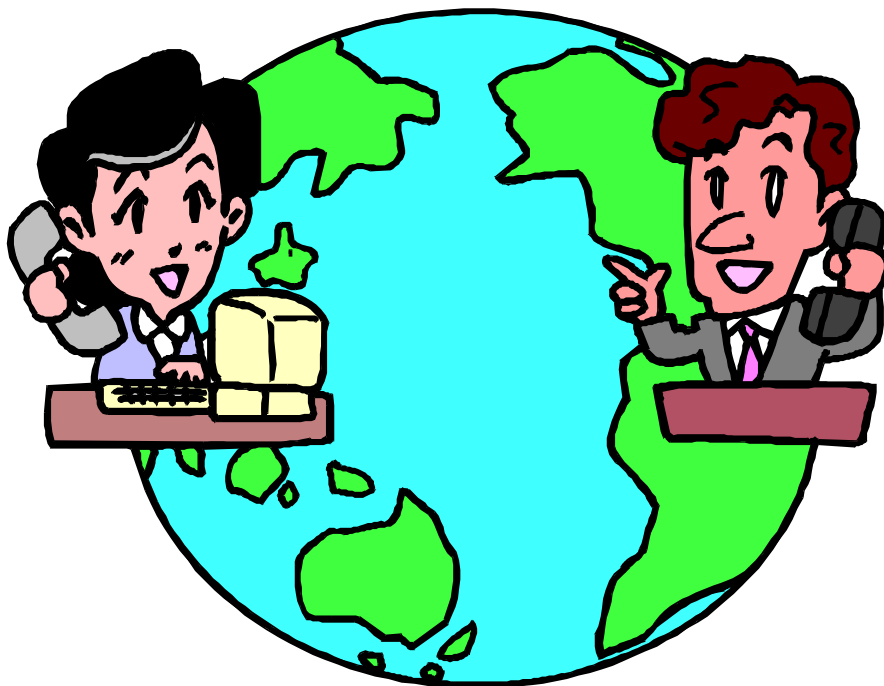
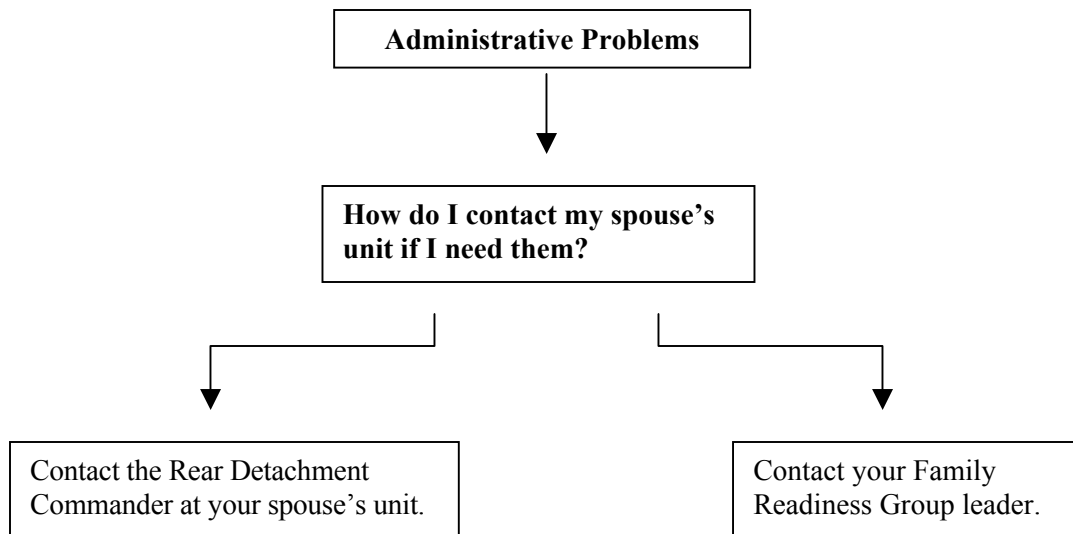


Rear Detachment Commander

Contact the ACS or the sponsor's unit for this information.



How Do I Contact My Spouse's Unit When He is Deployed?



FORT HOOD FREQUENTLY CALLED NUMBERS	
Fort Hood Family Assistance Center FAC	288-7570 when activated
Information and Referral	288-INFO or 288-4636
Fort Hood Telephone Operator	287-1110 DSN 737
Military Taxi	287-2154 DSN 737
Army Substance Abuse Program (ASAP)	287-2892 DSN 737
Ambulance	288-8112 DSN 738
American Red Cross: Fort Hood	287-0400 DSN 737
American Red Cross: Killeen	690-0612
Apache Arts and Crafts Center	287-0344 DSN 737
Army Community Services (ACS)	287-3663
Army Emergency Relief (AER)	287-2489
Bell County Health Department	526-2033
Bell County Mental Health Mental Retardation: Temple	1-254-778-6785
Billeting	532-5157
BLORA - Belton Lake Outdoor Recreation Area	287-4907 DSN 737
Bus Schedules (Trailways, etc.)	634-3843
Casa Blanca Travel	285-2090
Casey Library	288-4921 DSN 738
Central Clearance (AG)	288-4628 DSN 738
Central Issue (CIF)	288-2267 DSN 738
Central Texas College	526-1104
Central Texas College (Ft. Hood)	526-1902
Chaplain's Crisis Line	287-CHAP
Child Abuse	1-800- 252-5400
Child Abuse Hotline	287-2273 (CARE)
Child Care (hourly at Comanche CDC)	287-4848
Child Care (hourly at Comanche CDC)	287-4848
Child Development Center (Clear Creek)	288-5222
Child Welfare	526-9011
Child Welfare: State Agency	1(800) 252-5400
Citizenship/Immigration	286-6253 DSN 566
Civilian Personnel Advisory Center (Job Information)	288-2002 DSN 738
Commissary (Clear Creek)	532-7200
Commissary (Warrior Way)	287-8025 DSN 737
Community Counseling Center	288-6474 DSN 738
Community Health Nurse	287-0281DSN 737
Community Life Program	618-7720 DSN 259
Community Mental Health	287-5131 DSN 737 OR 287-7712 DSN 737
Compassionate Friends (Bereaved Parents)	24Hour pager 542-8230
Consumer Affairs	287-2489 DSN 737
Department of Human Resources: Copperas Cove	547-4286
Department of Human Resources: Killeen	526-9011
Domestic Violence	1-800-252-5400
Education Center	287-4824 DSN 737
Emergency Room	288-8113 DSN 738
Emergency Room: Information	288-8000 DSN 738
Equal Opportunity	287-3602 DSN 737
Exceptional Family Member Program (EMFP)	286-6584 DSN 566

Families in Crisis	1-888-799-SAFE
Family Housing	287-4051 DSN 737
Family Life Center	287-6310 DSN 737
Financial Readiness Program (ACS)	288-
Food Care Center - Killeen	554-3400
Food Stamp Program	519-4666
Guest Housing - Transient Billeting Office (Keith Ware Hall)	532-8233
Guest Housing: Poxon House	532-2100
Health Service	547-8383
Help Center (financial aid must be AER-referred)	Killeen 519-3360
Homeless Shelter: Cove House (Copperas Cove)	547-4673
Homeless Shelter: Home and Hope (Killeen)	634-0110
Homeless Shelter: Martha's Kitchen (Temple)	1-254-770-0515
Hospital: Central Appointments	288-8888 DSN 738
Household Goods (Inbound)	287-5516 DSN 737
Household Goods (Outbound)	287-4602/9832 DSN 737
Housing (HUD, section 8)	634-2443
Housing Authority	634-5243 Killeen
Housing Referral	287-7807 DSN 737
Human Services	519-4666
Immunization	287-8480 DSN 737
Incoming Personnel: Info Desk (Bldg 121)	287-5992 DSN 737
ID Card Section	287-5670
Information, Ticketing, and Registration (ITR)	287-7310 DSN 737
Legal Aid Society (Belton)	1-800-234-6606
Legal Aid: 4ID	287-1850 DSN 737
Legal Aid: 1CD	287-6060 DSN 737 COSCOM - 287-2216 DSN 737
Legal Aid: Ill Corps	287-5297/7901 DSN 737
Loan Closet	287-8595 DSN 737
Marine Rentals	287-2523 DSN 737
Marriage License Information	634-0768
Mental Crisis	1-800-888-4036
Military Police (MP)	287-2176/2177 DSN 737
Mission Soup Kitchen	634-8322
MP Watch Commander	287-4001 DSN 737
MWR - Morale Welfare & Recreation	287-4126/4930 DSN 737
Officers' Club	532-5329
Passports VISAs	287-6101 DSN 737
Pharmacy	288-8100 DSN 738
Pharmacy: Refills	288-8911/8912 DSN 738
Poison Control	1-800-764-7661
Police: Copperas Cove	547-8222
Police: Harker Heights	699-6041
Police: Killeen	634-3111
Post Engineers (Work Orders)	287-2113 DSN 737
Post Exchange	532-7200 Clear Creek / 532-8100 Warrior Way
Post Locator	287-2137 DSN 737
Post Office: Fort Hood	287-2728 DSN 737
Post Office: Killeen	634-0281
Provost Marshall's Office	287-8011 DSN 737
Public Welfare	526-9011

Rape Crimes: Report - CALL MP's	287-4001
Rape Crisis	634-1184 Families in Crisis
Family Out Reach Center	547-5911
Relocation	287-4471 DSN 737
Retirement (AG)	287-5210 DSN 737
Rivers Building (bldg 121)	287-5992
Runaway Hotline	1-800- 392-3352
School District: Copperas Cove	547-1227
School District: Killeen	501-0000
Social Services	288-6472/6474 DSN 738
Social Work Services: Information	288-6472/6474 DSN 738
Sports USA	287-6737 DSN 737
Spouse Abuse Hotline	288-4474 DSN 738 OR 286-6774 DSN 566
Suicide Prevention	1-800- 888-4036
Texas Rehabilitation Commission	634-2618
Thrift Shop (Building 5003)	532-2948
TRICARE Customer Service	1-800- 406-2832 DENTAL 1-800-866-8499
VA Regional Office	1-800-827-1000
Veterans' Commission: Fort Hood	287-3341 DSN 737
Veterans' Commission: Temple	1-254 771-4549
Veterinarian Clinic	287-6719 DSN 737
WIC Program: Fort Hood	532-8680
WIC Program: Copperas Cove	547-9571
WIC Program: Killeen	526-2033
Women's Health Clinic	288-8265 DSN 738
YMCA Killeen	634-5445/0660
Youth Activities - Central Registration	287-8029 DSN 737

ABBREVIATIONS AND ACRONYMS

AAFES	ARMY AIR FORCE EXCHANGE SERVICE
AAM	ARMY ACHIEVEMENT MEDAL
AASLT	AIR ASSAULT
ABN	AIRBORNE
ACAP	ARMY CAREER AND ALUMNI PROGRAM
ACS	ARMY COMMUNITY SERVICES
ADA	AIR DEFENSE ARTILLERY
AER	ARMY EMERGENCY RELIEF
AG	ADJUTANT GENERAL
ANCOC	ADVANCED NON-COMMISSIONED OFFICER COURSE
APO	ARMY POST OFFICE
ARCOM	ARMY COMMENDATION MEDAL
ARTEP	ARMY TRAINING AND EVALUATION PROGRAM
ASAP	AS SOON AS POSSIBLE
AWOL	ABSENT WITHOUT LEAVE
BAS	BASIC ALLOWANCE FOR SUBSISTENCE
BASD	BASIC ACTIVE SERVICE DATE
BAQ	BASIC ALLOWANCE FOR QUARTERS
BDE	BRIGADE
BDU	BATTLE DRESS UNIFORM
BN	BATTALION
BNCOC	BASIC NON-COMMISSIONED OFFICER COURSE
BSEP	BASIC SKILLS EDUCATION PROGRAM
CAV	CAVALRY
CDC	CHILD DEVELOPMENT CENTER
CDS	CHILD DEVELOPMENT SERVICES
CESO	COMMUNICATIONS/ELECTRONICS STAFF OFFICER
CFC	COMBINED FEDERAL CAMPAIGN
CG	COMMANDING GENERAL
CID	CRIMINAL INVESTIGATION DEPARTMENT
CIF	CENTRAL ISSUE FACILITY
CO	COMMANDING OFFICER
CONUS	CONTINENTAL UNITED STATES
COSCOM	CORPS SUPPORT COMMAND
CPO	CIVILIAN PERSONNEL OFFICE
CPX	COMMAND POST EXERCISE
CQ	CHARGE OF QUARTERS
DA	DEPARTMENT OF THE ARMY
DACH	DARNALL ARMY COMMUNITY HOSPITAL
DCA	DIRECTOR OF COMMUNITY ACTIVITIES
DEERS	DEFENSE ELIGIBILITY ENROLLMENT REPORTING SYS
DENTAC	DENTAL ACTIVITY
DISCOM	DIVISION SUPPORT COMMAND
DIVARTY	DIVISION ARTILLERY
DOD	DEPARTMENT OF DEFENSE
DODDS	DEPARTMENT OF DEFENSE DEPENDENTS' SCHOOL
DOIM	DIRECTORATE OF INFORMATION MANAGEMENT
DPW	DEPARTMENT OF PUBLIC WORKS
EDRE	EMERGENCY DEPLOYMENT READINESS EXERCISE
ESL	ENGLISH AS A SECOND LANGUAGE
ETA	ESTIMATED TIME OF ARRIVAL
ETS	EXPIRATION TERM OF SERVICE
FA	FIELD ARTILLERY
FAO	FOREIGN AREA OFFICER

FDC	FIRE DIRECTION CENTER
FDO	FIRE DIRECTION OFFICER
FH	FORT HOOD
FORSCOM	FORCES COMMAND
FSG	FAMILY SUPPORT GROUP
FTX	FIELD TRAINING EXERCISE
FY	FISCAL YEAR
G-1	DIVISION LEVEL PERSONNEL OFFICER
G-2	DIVISION LEVEL INTELLIGENCE OFFICER
G-3	DIVISION LEVEL OPERATIONS OFFICER
G -4	DIVISION LEVEL LOGISTICS OFFICER
G-5	DIVISION LEVEL CIVIC ACTION OFFICER
GI	GOVERNMENT ISSUE
GT	GOVERNMENT TECH APTITUDE TEST
HHB	HEADQUARTERS AND HQs BATTERY
HHC	HEADQUARTERS AND HQs COMPANY
HSB	HEADQUARTERS AND SERVICE BATTERY
HQ	HEADQUARTERS
IG	INSPECTOR GENERAL
ITT	INFORMATION, TRIPS AND TRAVEL
JAG	JUDGE ADVOCATE GENERAL
KP	KITCHEN POLICE (OR PATROL)
LES	LEAVE AND EARNINGS STATEMENT
MEDDAC	MEDICAL ACTIVITIES
MOS	MILITARY OCCUPATION SPECIALTY
MP	MILITARY POLICE
MSM	MERITORIOUS SERVICE MEDAL
NCO	NON-COMMISSIONED OFFICER
NCOER	NON-COMMISSIONED OFFICER EVAL REPORT
NCOIC	NON-COMMISSIONED OFFICER IN CHARGE
NCOWC	NON-COMMISSIONED OFFICERS' WIVES' CLUB
OER	OFFICER EVALUATION REPORT
OIC	OFFICER IN CHARGE
OWC	OFFICERS' WIVES' CLUB
PA	PHYSICIAN'S ASSISTANT
PAC	PERSONNEL ACTIONS CENTER
PAO	PUBLIC AFFAIRS OFFICE
PBO	PROPERTY BOOK OFFICE
PCS	PERMANENT CHANGE OF STATION
PEBD	PAY ENTRY BASIC DATE
PERSCOM	PERSONNEL COMMAND
PLDC	PRIMARY LDRSHIP DEVELOPMENT COURSE
PLL	PRESCRIBED LOAD LIST
PMO	PROVOST MARSHALL'S OFFICE
POA	POWER OF ATTORNEY
POC	POINT OF CONTACT
POV	PRIVATELY OWNED VEHICLE
PT	PHYSICAL TRAINING
PX	POST EXCHANGE
S-1	BRIGADE/BATTALION PERSONNEL OFFICER
S-2	BRIGADE/BATTALION INTELLIGENCE OFFICER
S-3	BRIGADE/BATTALION OPERATIONS OFFICER
S-4	BRIGADE/BATTALION LOGISTICS OFFICER
TDY	TEMPORARY DUTY

HELPING AGENCIES

* Primary source ** Alternate	ACS/ AER/ MWR	AG	CHAP- LAIN	DEH	FIN- ANCE	IG	PAO	MED- ICAL	SJA	PMO	9 1 1	TRANS- PORT- ATION	UNIT REAR DET
ABANDONED VEHICLE										*			
ADOPTIONS									*				
AMBULANCE SERVICES								*			*		
CHILD ABUSE	**		**					**	**	*	*		
CITIZENSHIP/IMMIGRATION									*				
COMMISSARY	*												
CONSUMER COMPLAINTS	**								*				
CRIMES AGAINST PERSONS										*			
CRIMES AGAINST PROPERTY										*			
DEPENDENCY APPLICATION		*											
DOMESTIC DISTURBANCE	**		**							*			
DIVORCE			**						*				
DRUG & ALCOHOL			**					*		**			**
EMERGENCY LEAVE		**											*
FAMILY MATTERS	**		*						**				
FINANCIAL ASSISTANCE	**		**		*								
FIRE										*	*		
HOUSING REPAIRS				*									
I.D. CARDS		*											
IMMUNIZATIONS								*					
INSURANCE					*				*				
INVOLUNTARY COMMITTAL									*	**			
JUVENILE INCIDENTS									**	*			
KIDNAPPING									**	*			
LANDLORD/TENANT									*				
LEGAL ISSUES									*				

* Primary source ** Alternate	ACS/ AER/ MWR	AG	CHAP- LAIN	DEH	FIN- ANCE	IG	PAO	MED- ICAL	SJA	PMO	9 1 1	TRANS- PORT- ATION	UNIT REAR DET
LOCKED OUT OF QUARTERS				*						**			
MAIL		**											
MEDICAL PROBLEMS								*					
MENTAL HEALTH								*					
MISSING PERSON										*			
NEWS REPORTS							*						*
NON-SUPPORT						*			*				
NOTARY PUBLIC									*				
PASSPORTS/VISA/ NATURALIZATION		*											
PATERNITY									*				
PATIENT ASSISTANCE								*					
PAY ISSUES					*								*
PERSONAL MATTERS	*		*					*					*
RUMORS	**		**				*						*
SEPARATIONS			*						*				
POWER OF ATTORNEY									*				
PX INFORMATION	*												
RAPE	**		**						**	*			
HHG SHIPMENT												**	
SOLICITORS	*									*			
SPOUSE ABUSE	**		**						**	*	*		
STRAY ANIMALS										*			
SURVIVOR BENEFITS		**											
TAXES		**							*				
DEPENDENT TRAVEL												*	
VEHICLE LICENSES/ REGISTRATION		**								*			
VEHICLE REPAIR	*												
WILLS									*				